

Data Center Services Guide

Statewide Technology Center for
Data and Disaster Recovery Services

Version 1.1



Texas Department of Information Resources

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Introduction

House Bill 1516 (79th Leg., R.S.) changes the way agencies obtain data center and disaster recovery services. These changes help the state view data center services from a statewide perspective and gain economies of scale through shared infrastructure. Changes include establishing the Statewide Technology Center for Data and Disaster Recovery Services (consolidated data center) and requiring agencies to obtain DIR approval for data center and disaster recovery expenditures.¹

The consolidated data center will combine and coordinate state data center and disaster recovery operations to improve efficiencies and performance. Twenty-seven agencies with significant information technology (IT) operations have been prioritized to participate in the initial consolidation. Obtaining DIR approval for data center and disaster recovery services expenditures helps the state view enterprise buying patterns and negotiate volume discounts. All agencies are required to obtain approval regardless of their participation in the initial consolidation.

This guide:

1. Defines the scope of data center and disaster recovery services and what is excluded from this definition
2. Describes the process for requesting approval of data center and disaster recovery expenditures
3. Describes the process for obtaining services through the consolidated data center

Data Center and Disaster Recovery Services

Data Center Services

For the purposes of data center consolidation and expenditure approval, the following describes the scope of data center and disaster recovery services.

Mainframe

- Mainframe hardware and operating system installation, support, maintenance
- Mainframe software installation, support, maintenance for specified products/categories (DB2, CICS, IMS, RACF, etc.)
- Mainframe system programming for all in-scope mainframe software

Servers (Production, Test, Development)

- Server hardware and operating system installation, support, maintenance
- Server software installation, support, maintenance for specified products/categories (Oracle, email, DNS, etc.)
- System administration for all in-scope server software

¹ The Comptroller of Public Accounts and certain portions of the Department of Public Safety are excluded from HB 1516, Subchapter L, statewide technology centers. In addition, any consolidation by higher education entities must be first approved by the Information Technology Council for Higher Education (ITCHE).

- Remote server administration
- Server support for mobile access devices (PDA, Blackberry, etc.)

Common Services

- Computer operations and monitoring
- Production control (batch scheduling, job scheduling)
- Storage management (disk, tape)
- Disaster recovery backups and offsite tape storage
- Physical database administration (production, testing, development)
- Data center print services (printer operations, reports staging for distribution, ordering paper, special forms, etc., inserts and bulk print mailings)
- Facility and environmental support
- Capacity planning
- Disaster recovery planning and testing for all data center services
- Business continuity planning (service provider processes)
- Support center (for in-scope data center services)
- Hardware/software procurement for in-scope services

Security

- Vulnerability/threat/virus support
- Security software installation and maintenance
- Physical security

Process Management

- Incident management
- Problem management
- Change management
- Configuration management
- Release management

LAN Support and Maintenance in Data Center Facilities

For further clarification on expenditure approvals, the following are examples of transactions which require approval:

GENERAL DATA CENTER

- New purchase, lease, or rental of data processing hardware (mainframe and other server environments) including all peripheral equipment that compose a system
- Extension or renewal of a lease or rental of data processing hardware
- Maintenance contracts (new or renewal) for data processing hardware

- New license of data processing software (mainframe and other server environments) including, but not limited to, operating systems, database management, communications management, security management, systems management, storage management, online transaction management, middleware, utilities, and other related software
- Extension or renewal of licenses for data processing software
- Maintenance contracts (new or renewal) for data processing software
- New purchase of data processing services from an outsourced Service Provider, including an agency's intent to secure services from the state consolidated data center
- Extension or renewal of any contracts with a data processing outsourced Service Provider
- New purchase of disaster recovery services
- Extension or renewal of any contract for disaster recovery services
- IT staff augmentation for IT operations, implementation, life cycle maintenance, system administration, support and technology services

DATA CENTER FACILITIES

- Lease or rental of new or additional floor space or facilities to house data center or disaster recovery operations
- Extension or renewal of any contract for the lease or rental of floor space or facilities to house data center or disaster recovery operations
- Creation, expansion, or improvement of physical security, floor space, conditioned power, or conditioned heating/AC or other related environmental equipment for housing data center or disaster recovery operations
- Relocation of data processing equipment

Agency-Retained Services

All agencies will continue to direct and operate these services and do not need to obtain approval for these expenditures.

End-User Computing

- Desktop support and maintenance (including desktop software)
- Desktop break-fix
- Desktop anti-virus support and maintenance
- Desktop and non-data center network printers
- Mobile access devices (PDA, Blackberry, etc.)
- Multi-function LAN-attached copier/scanner/fax machines

Network

- LAN support and maintenance
- WAN support and maintenance
- Voice/phone support and maintenance

Common Services

- Help desk (Tier I – all services, Tier II – retained services, Tier III – retained services)
- Technology planning, strategies, and visioning
- Project management
- Disaster recovery planning and testing for all retained services
- Business continuity planning (agency processes)
- Specialized servers (lab, environmental, etc)
- Packaged imaging systems (scanners, servers, optical disks, etc.)
- Coordination of Data Center Print Services
- Coordination of form changes with business units
- Volume trending

Security

- Data security
- Security design and policy development
- Systems access requests (directory/file, ID creation/removal, determination of access rights)

Logical Database Administration

- All logical database administration functions
- Agency database administrators and developers will retain the authority and access rights to add/change/delete database objects in development and initial test environments

Custom Applications

- Application development
- Application support
- Application maintenance

Planned Procurement Schedule

State agencies submit planned data center and disaster recovery expenditures to the DIR Approvals Office (<http://www.dir.state.tx.us/approvals/index.htm>) through the Planned Procurement Schedule-Data Center (PPS-DC). The PPS-DC contains detailed instructions on what data to include and an example completed worksheet. DIR will acknowledge receipt of the PPS-DC and return it to the agency within thirty days.

If there are changes in quantity or unit costs to the PPS-DC during the process, the agency notifies DIR by resubmitting the PPS-DC to the DIR Approvals Office. DIR will review and provide a response to the agency as quickly as possible, but not longer than thirty calendar days.

Submission, Review and Approval Process – Step-by-Step

Step 1 – Agencies will complete the PPS-DC worksheet and submit it via email to the DIR Approvals Office (PIO@dir.state.tx.us). The DIR Approvals Office will acknowledge the receipt within three business days.

Step 2 – A DIR Analyst will review the PPS-DC expenditures to determine if additional information is required to complete the analysis. If additional information is required, the DIR Analyst will contact the agency with the request for the information.

Step 3 – The agency will prepare and submit the requested information to the DIR analyst and the DIR Approvals Office within five business days.

Step 4 – When information is sufficient to complete the analysis and make recommendations, DIR will log the PPS-DC request and initiate the 30-day assessment period. The DIR Analyst will complete the review and assign one of the following recommendations to each line item:

- Approved – agency may proceed with expenditure as planned
- Open Item – more analysis is required for a recommendation
- Conditional Approval – the analyst will define the specific condition(s) for the agency to proceed with the expenditure
- Disapproved – agency may not proceed with the planned expenditure

Step 5 – The DIR Analyst will forward the PPS-DC analysis and recommendations to DIR Management for review.

Step 6 – The PPS-DC analysis and recommendations are forwarded to the DIR Executive Director, or his designee, for final review and action.

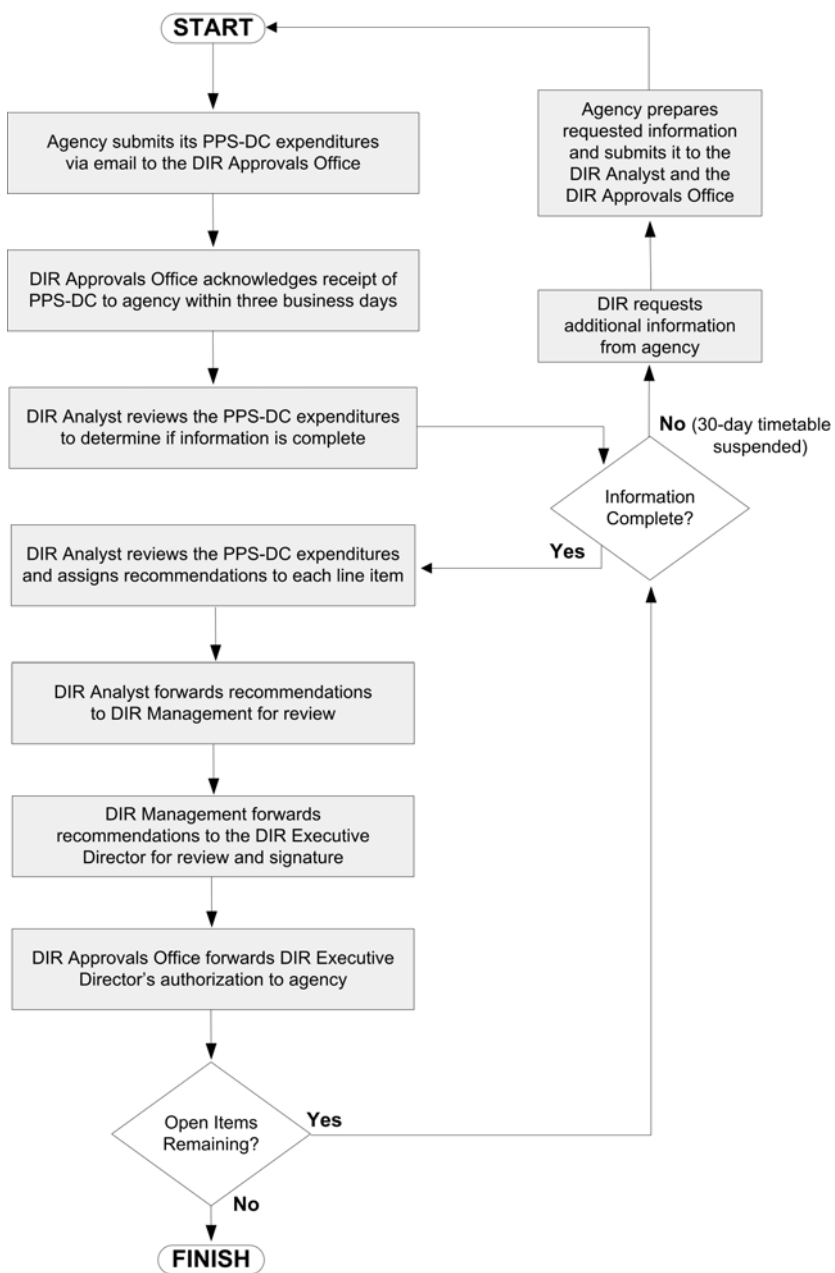
Step 7 – As soon as possible, and not more than 30 days after all required information is received, the DIR Approvals Office will transmit the DIR Executive Director's authorization of the PPS-DC to the agency. The returned PPS-DC will indicate the status of each line item.

Step 8 – If an agency's PPS-DC is returned with the status of one or more line items marked "Open Item," DIR and the agency will continue the review process for the line item(s) in question.

Note: DIR will not delay return of the PPS-DC to an agency due to analysis issues with one or more specific line items.

Submission, Review and Approval Process – Illustration

The following figure illustrates each step of the submission, review, and approval process.



Obtaining Data Center Services

Current Data Center Customers

The Texas State Data Center in San Angelo provides data center and disaster recovery services to several Texas agencies. Northrop Grumman Technical Services, Inc. (NGTSI), manages the center under DIR's oversight. Current customers should follow their contract guidelines and established processes to maintain, renew, and/or extend services.

New Data Center Customers (Current Contract)

To maximize the value of the existing state data center resources, DIR will work with agencies to identify opportunities to migrate additional operations to the Texas State Data Center. Agencies that participate in this process should identify their data center and disaster recovery requirements and work with DIR to obtain quotes from NGTSI for these services. The DIR contract for data center services at the Texas State Data Center expires on August 31, 2007.

New Data Center Customers (New Contract)

DIR will engage in a competitive procurement for a new data center services contract. The bid will require interested vendors to provide their strategy to consolidate and operate the data center environments of the largest Texas state agencies. The process includes significant agency participation from data gathering through bid request development to evaluation.

The new contract for data center services will start before August 31, 2007. On contract commencement, management of all in-scope data center assets and resources, consolidated and unconsolidated, will transfer to the awarded service provider. Agencies will be billed by DIR for the services and service levels they consume. DIR and agencies will manage the relationship with the service provider through defined governance processes.

As the state transitions from owning data center assets to paying for resources consumed, agencies and DIR will work together to determine requirements and ensure the solution meets the technical, business, and financial needs of the state. Sharing infrastructure through a shared data center system allows agencies to do more together than they can alone, and will bring all agencies to a consistently high standard of security and disaster recovery. When the contract is final, specific details on how agencies will engage the statewide data center system will be published.

Reference

- Texas Administrative Code, Title 1, Part 10, Chapter 215 – Statewide Technology Centers for Data and Disaster Recovery Services, see [http://info.sos.state.tx.us/pls/pub/readtac\\$ext.ViewTAC?tac_view=4&ti=1&pt=10&ch=215](http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=4&ti=1&pt=10&ch=215)
- Texas Government Code, Chapter 2055 – Electronic Government Program Management, see <http://www.capitol.state.tx.us/statutes/docs/GV/content/htm/gv.010.00.002055.00.htm>
- Texas Government Code, Chapter 2054 – Information Resources Management Act, see <http://www.capitol.state.tx.us/statutes/docs/GV/content/htm/gv.010.00.002054.00.htm>
- House Bill 1516 (79th Leg., R.S.), search for bill at <http://www.capitol.state.tx.us/>

Contact Information

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